**Post-Incident Report – Wi-Fi Outage**

Incident ID: INC-001

Date: 06-Sep-2025

Duration: 1 hour (10:00 AM – 11:00 AM)

Reported By: Service Desk

Incident Manager

**1. Summary**

On 6th September 2025, a critical Wi-Fi outage occurred at the Hyderabad office, affecting approximately 200 employees. Users were unable to access internet services including email, video conferencing, and internal tools.

**2. Root Cause**

The outage was traced to a **DNS misconfiguration** on the office router, which prevented domain resolution and blocked connectivity.

**3. Resolution**

* Escalated to the Network Team at 10:05 AM.
* DNS configuration corrected.
* Router rebooted.
* Services fully restored by 11:00 AM.

**4. Impact**

* 200 employees affected.
* Disruption of email, conferencing, and business-critical applications.
* Moderate-to-high impact on productivity.

**5. Lessons Learned**

* Faster escalation reduced downtime.
* Need better monitoring for early detection.
* Document router/DNS configuration changes.

**6. Preventive Actions**

* Implement automated DNS and network monitoring.
* Maintain backup DNS configuration.
* Regularly audit network devices.
* Conduct refresher training for IT staff on critical incident management.